

STATE OF SOUTH DAKOTA
OFFICE OF PROCUREMENT MANAGEMENT
523 EAST CAPITOL AVENUE
PIERRE, SOUTH DAKOTA 57501-3182

Visitation and Transportation Services for Rapid City Child Protection Services
PROPOSALS ARE DUE NO LATER THAN October 14, 2014

RFP #: 55

BUYER: Division of Child
Protection Services

POC: Mark Close

EMAIL:

mark.close@state.sd.us

READ CAREFULLY

FIRM NAME: _____ AUTHORIZED SIGNATURE: _____

ADDRESS: _____ TYPE OR PRINT NAME: _____

CITY/STATE: _____ TELEPHONE NO: _____

ZIP (9 DIGIT): _____ FAX NO: _____

FEDERAL TAX ID#: _____ E-MAIL: _____

PRIMARY CONTACT INFORMATION

CONTACT NAME: _____ TELEPHONE NO: _____

FAX NO: _____ E-MAIL: _____

1.0 GENERAL INFORMATION

1.1 PURPOSE OF REQUEST FOR PROPOSAL (RFP)

This agreement is made for the purpose of providing supervised visitations in a family friendly setting in Rapid City for families whose children have been removed from the home and placed in the custody of Child Protection Services (CPS), in order to promote the possibility of reunification. This agreement is also made for the purpose of providing supervised transportation for children and their parents to and from the visitations, and to and from appointments as referred by CPS, within the Rapid City area.

1.2 ISSUING OFFICE AND RFP REFERENCE NUMBER

The Department of Social Services is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, Division of Child Protection Services. The reference number for the transaction is RFP # 55. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

Please refer to the Department of Social Services website link <http://dss.sd.gov/rfp/index.asp> for the RFP, any related questions/answers, changes to schedule of activities, etc.

1.3 SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)

RFP Publication	September 16, 2014
Deadline for Submission of Written Inquiries	September 24, 2014
Responses to Offeror Questions	October 1, 2014
Proposal Submission	October 14, 2014
Proposal Revisions (if required)	To be announced, if needed
Anticipated Award Decision/Contract Negotiation	October 31, 2014

1.4 SUBMITTING YOUR PROPOSAL

All proposals must be completed and received in the Department of Social Services, Division of Child Protection Services, 700 Governors Drive, Pierre, SD 57501 by the date and time indicated in the Schedule of Activities.

Proposals received after the deadline will be late and ineligible for consideration.

An original, seven (7) identical copies, and one (1) digital copy of the proposal shall be submitted in accordance with Section 5.1. The proposal should be page numbered and should have an index and/or a table of contents referencing the appropriate page number.

All proposals must be signed in ink by an officer of the responder legally authorized to bind the responder to the proposal, and sealed in the form intended by the respondent. Proposals that are not properly signed may be rejected. The sealed envelope must be marked with the appropriate RFP Number and Title. The words "Sealed Proposal Enclosed" must be prominently denoted on the outside of the shipping container. **Proposals must be addressed and labeled as follows:**

**REQUEST FOR PROPOSAL #55 PROPOSAL DUE OCTOBER 14, 2014
SOUTH DAKOTA DEPARTMENT OF SOCIAL SERVICES
ATTENTION: MARK CLOSE
700 GOVERNORS DRIVE
PIERRE, SD 57501-2291**

No punctuation is used in the address. The above address as displayed should be the only information in the address field.

No proposal may be accepted from, or any contract or purchase order awarded to any person, firm or corporation that is in arrears upon any obligations to the State of South Dakota, or that otherwise may be deemed irresponsible or unreliable by the State of South Dakota.

1.5 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS

By signing and submitting this proposal, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the use of Federal funds. Where the offeror is unable to certify to any of the statements in this certification, the bidder shall attach an explanation to their offer.

1.6 NON-DISCRIMINATION STATEMENT

The State of South Dakota requires that all Providers, vendors, and suppliers doing business with any State agency, department, or institution, provide a statement of non-discrimination. By signing and submitting their proposal, the offeror certifies they do not discriminate in their employment practices with regard to race, color, creed, religion, age, sex, ancestry, national origin or disability.

1.7 MODIFICATION OR WITHDRAWAL OF PROPOSALS

Proposals may be modified or withdrawn by the offeror prior to the established due date and time.

No oral, telephonic, telegraphic or facsimile responses or modifications to informal, formal bids, or Request for Proposals will be considered.

1.8 OFFEROR INQUIRIES

Offerors may email inquiries concerning this RFP to obtain clarification of requirements. No inquiries will be accepted after the date and time indicated in the Schedule of Activities. Email inquiries must be sent to Mark Close at mark.close@state.sd.us with the subject line "RFP #55".

The Department of Social Services, Division of Child Protection Services will respond to offeror's written inquiries by posting aggregated questions and responses on the DSS website at <http://dss.sd.gov/rfp/index.asp> in accordance with the Schedule of Activities. Offerors may not rely on any other statements, either of a written or oral nature, that alter any specification or other term or condition of this RFP. Offerors will be notified in the same manner as indicated above regarding any modifications to this RFP.

1.9 PROPRIETARY INFORMATION

The proposal of the successful offeror(s) becomes public information. Proprietary information can be protected under limited circumstances such as client lists and non-public financial statements. Pricing and service elements are not considered proprietary. An entire proposal may not be marked as proprietary. Offerors must clearly identify in the Executive Summary and mark in the body of the proposal any specific proprietary information they are requesting to be protected. The Executive Summary must contain specific justification explaining why the information is to be protected. Proposals may be

reviewed and evaluated by any person at the discretion of the State. All materials submitted become the property of the State of South Dakota and may be returned only at the State's option.

1.10 LENGTH OF CONTRACT

The provider contract resulting from this RFP will be issued for the remainder of Fiscal Year 2015 through May 31, 2015 with the option for renewal for up to two (2), one (1) year contracts at the discretion of the State based on performance and/or the continued availability of funds. Contracts will be renegotiated on an annual basis.

1.11 GOVERNING LAW

Venue for any and all legal action regarding or arising out of the transaction covered herein shall be solely in the State of South Dakota. The laws of South Dakota shall govern this transaction.

1.12 DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION/NEGOTIATIONS)

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offeror's expense.

This process is a Request for Proposal/Competitive Negotiation process. Each Proposal shall be evaluated, and each respondent shall be available for negotiation meetings at the State's request. The State reserves the right to negotiate on any and/or all components of every proposal submitted. From the time the proposals are submitted until the formal award of a contract, each proposal is considered a working document and as such, will be kept confidential. The negotiation discussions will also be held as confidential until such time as the award is completed.

2.0 STANDARD AGREEMENT TERMS AND CONDITIONS

Any contract or agreement resulting from this RFP will include the State's standard terms and conditions as outlined in Attachment A:

3.0 SCOPE OF WORK

The Department of Social Services, Division of Child Protection Services (CPS) vision is to support strong families, as they are South Dakota's foundation and our future. As part of the CPS mission to strengthen and support families, CPS provides certain services to families where children have been removed from their homes and placed in foster care. Child Protection Services believes children should be with family whenever possible, and by providing a facility for supervised visitation, families have the opportunity for regular visitation in order to enhance and promote the bonds that exist as families move towards reunification. Child Protection Services must also ensure the well-being needs of children in our care are met, and must provide transportation not only to these services, but to the visitations with their family.

The Rapid City office of Child Protection Services provides services to a large number of families. Due to limitations of staff and physical resources, there is a need for a Family Visitation Center (FVC) that can provide support in the form of supervised visitation to as many families as possible who are working towards reunification, based on referrals from CPS. The referrals will come primarily from the Rapid City office of Child Protection Services, but referrals will be accepted from any CPS office in the state. There is a need for children in foster care to be transported to and from the visitation facility, as well as to various appointments to meet their

educational, medical or mental health needs. At times, the parents also need transportation to visits or appointments. Child Protection Services is seeking a Provider that can provide services in two areas: Transportation and Visitation.

In Fiscal Year 2011, the previous vendor provided 588 supervised visits for 264 families for a total of 1053 hours billed. In Fiscal Year 2012, the previous vendor provided 654 supervised visits for 329 families for a total of 1035 hours billed. In Fiscal Year 2013, the previous vendor provided 377 supervised visits for 142 families for a total of 585 hours billed. These services were in addition to the visits provided to families by the Division of Child Protection Services outside of the contract. The previous vendor did not provide transportation services.

3.1 Supervised Visitation:

3.1.1 The Offeror will provide a child and family friendly location for visits between families and children referred by Child Protection Services.

Describe in the RFP how the Offeror will:

- A. Provide a clean, safe facility for children of all ages to have supervised visitations with their families;
- B. Provide visitation rooms that have a comfortable, family-like setting for children and families;
- C. Provide for more than one visitation to occur simultaneously;
- D. Provide audio/visual recordings of the visitations for the agency;
- E. Provide for the ability for observation of the visitations by Offeror or CPS staff;
- F. Provide flexible scheduling of visitations for the agency that can occur outside the course of a normal business day, to include evenings and weekends.

3.1.2 The Offeror will provide staff to supervise the visitations between the children and family members.

Describe in the RFP how the Offeror will:

- A. Ensure that employees have criminal background checks and Central Registry checks completed before working for the family visitation center;
- B. Ensure that employees will be provided with training about family dynamics and maltreatment of children;
- C. Ensure that employees will be able to determine when a visit is detrimental and be able to comply with expectations of the Division of Child Protection Services in providing visits that are safe for the child and in reporting suspected abuse or neglect;
- D. Ensure that employees will maintain confidentiality;
- E. Provide technology for employees to communicate with Child Protection Services, both verbally and in writing.

3.2 Transportation Services

3.2.1 The Offeror will provide transportation services for parents and children referred by Child Protection Services.

Describe in the RFP how the Offeror will:

- A. Ensure that employees have criminal background checks and Central Registry checks completed before working for the family visitation center;
- B. Comply with child safety restraint requirements, both as outlined in the South Dakota Codified Law 32-37 and by the Division of Child Protection Services;
- C. Ensure transportation employees have met legal requirements to drive within South Dakota and that the employees will provide an environment that is safe for the children and families referred by the Division of Child Protection Services;
- D. Provide insurance for the vehicles and other insurance as required.

3.3 Payment for Supervised Visitation and Transportation Services

3.3.1 Rates

The RFP will describe the Offeror's proposed rates for mileage, transportation time and for supervised visitation.

3.3.2 Billing Procedures

The RFP will describe the system the Offeror will use to document services in order to provide a monthly billing to Child Protection Services, while assuring the mileage, and time for each transportation and visitation is documented separately with the name of the family and the name of the Division of Child Protection Services staff.

4.0 PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

- 4.1 The offeror is cautioned that it is the offeror's sole responsibility to submit information related to the evaluation categories and that the State of South Dakota is under no obligation to solicit such information if it is not included with the proposal. The offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal.

In addition to the areas in Section 3, proposal must include the following:

- 1. Organizational overview including program background, services and population served by the organization.
 - 2. Organizational mission statement.
 - 3. Familiarity of service area addressed in proposal
 - 4. Demonstrated work experience providing training and/or technical assistance to families.
 - 5. Describe your ability and proven history (provide examples) in handling special project constraints, and address any anticipated special constraints presented by this project and how you will handle them.
 - 6. Describe your availability within the project locale.
- 4.2 **Offeror's Contacts:** Offerors and their agents (including subProviders, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact

any state employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.

- 4.3 The offeror **MUST** submit a copy of their most recent independently audited financial statements.
- 4.4 Provide the following information related to at least three previous and current service/contracts performed by the offeror's organization which are similar to the requirements of this RFP. Provide this information for any service/contract that has been terminated, expired or not renewed in the past three years:
 - a. Name, address and telephone number of client/contracting agency and a representative of that agency who may be contacted for verification of all information submitted;
 - b. Dates of the service/contract; and
 - c. A brief, written description of the specific prior services performed and requirements thereof.
- 4.5 If an offeror's proposal is not accepted by the State, the proposal will not be reviewed/evaluated.

5.0 PROPOSAL RESPONSE FORMAT

- 5.1 An original and 7 copies shall be submitted.
 - 5.1.1 In addition, the offeror must provide one (1) copy of their entire proposal, including all attachments, in PDF electronic format. Offerors may not send the electronically formatted copy of their proposal via email.
 - 5.1.2 The proposal should be page numbered and should have an index and/or a table of contents referencing the appropriate page number.
- 5.2 All proposals must be organized and tabbed with labels for the following headings:
 - 5.2.1 **RFP Form.** The State's Request for Proposal form completed and signed.
 - 5.2.1.1 **Executive Summary.** The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.
 - 5.2.2 **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
 - 5.2.1.1 A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations.
 - 5.2.3.2 A specific point-by-point response, in the order listed, to each requirement in the RFP. The response should identify each requirement being addressed as enumerated in Section 3 and Section 4 of the RFP.
 - 5.2.2.2 A clear description of any options or alternatives proposed.
 - 5.2.3 **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Offerors may submit multiple cost proposals. All costs related to the provision of the required services must be included in each cost proposal offered.

See section 7.0 for more information related to the cost proposal.

6.0 PROPOSAL EVALUATION AND AWARD PROCESS

- 6.1 After determining that a proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use subjective judgment in conducting a comparative assessment of the proposal by considering each of the following criteria as listed in relative order of importance:
 - 6.1.1 Specialized expertise, capabilities, and technical competence as demonstrated by the proposed approach and methodology to meet the project requirements;
 - 6.1.2 Resources available to perform the work, including any specialized services, within the specified time limits for the project;
 - 6.1.3 Record of past performance, including price and cost data from previous projects, quality of work, ability to meet schedules, cost control, and contract administration;
 - 6.1.4 Proposed project management techniques;
 - 6.1.5 Ability and proven history in handling special project constraints;
 - 6.1.6 Availability to the project locale;
 - 6.1.7 Familiarity with the project local, and
 - 6.1.8 Cost proposal.
- 6.2 Experience and reliability of the offeror's organization are considered subjectively in the evaluation process. Therefore, the offeror is advised to submit any information which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.
- 6.3 The qualifications of the personnel proposed by the offeror to perform the requirements of this RFP, whether from the offeror's organization or from a proposed subProvider, will be subjectively evaluated. Therefore, the offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.
- 6.4 The State reserves the right to reject any or all proposals, waive technicalities, and make award(s) as deemed to be in the best interest of the State of South Dakota.
- 6.5 **Award:** The requesting agency and the highest ranked offeror shall mutually discuss and refine the scope of services for the project and shall negotiate terms, including compensation and performance schedule.
 - 6.5.1 If the agency and the highest ranked offeror are unable for any reason to negotiate a contract at a compensation level that is reasonable and fair to the agency, the agency shall, either orally or in writing, terminate negotiations with the Provider. The agency may then negotiate with the next highest ranked Provider.
 - 6.5.2 The negotiation process may continue through successive offerors, according to agency ranking, until an agreement is reached or the agency terminates the contracting process.

7.0 COST PROPOSAL

The offeror should submit their proposal for the allocation of various expenses associated with providing services to the State within the scope of their proposal. This proposal should include all costs associated with employee salaries and benefits, for direct and indirect care staff, insurance vehicle costs, facility rent/lease/maintenance cost, office supply costs, utilities, professional fees and contract services and any other expenses that are deemed necessary to perform the services outlined in this proposal. The offeror must outline all costs and expenses on Attachment B.